

**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. Post <b>GUATEMALA</b>	2. Agency <b>U.S. Department of State</b>	3a. Position Number
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3b. Subject to Identical Position? Agencies may show the number of such positions authorized and/or established after the "Yes" block.

☐ Yes ☐ No

## 4. Reason for Submission

☐ a. Redescription of duties: this position replaces  
(Position Number) \_\_\_\_\_, (Title) \_\_\_\_\_ (Series) \_\_\_\_\_ (Grade) \_\_\_\_\_☒ b. New Position Visa Assistant☐ c. Other (explain) \_\_\_\_\_

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority				
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title) Visa Assistant	7. Name of Employee
8. Office / Section Consular Section	a. First Subdivision Immigrant Visa Unit
b. Second Subdivision	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position  _____ Printed Name of Employee  _____ Signature of employee      _____ Date (mm-dd-yyyy)	10. This is a complete and accurate description of the duties and responsibilities of this position  _____ Printed Name of Supervisor  _____ Signature of Supervisor      _____ Date (mm-dd-yyyy)
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position  _____ Printed Name of Chief or Agency Head  _____ Signature of Section Chief or Agency Head      _____ Date (mm-dd-yyyy)	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.  _____ Printed Name of Admin or Human Resources Officer  _____ Signature of Admin or Human Resources Officer      _____ Date (mm-dd-yyyy)
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## 13. Basic Function of Position

**Incumbent performs a wide range of Immigrant Visa (IV) services including accepting and pre-screening applications to be adjudicated by a Consular Officer, preparing packets of approved visas, disseminating visa information and responding to public inquiries. Has overall knowledge of the IV, diversity visa (DV) and adoption processes and carries-out responsible, detail specific duties in accordance with U.S. immigration law.**

## 14. Major Duties and Responsibilities \_\_\_\_\_ % of Time

Employee is responsible for following correct Departmental Standard Operating Procedures for all types of visas. Executes all procedures associated with the processing of IV's including filing and maintaining control of visa cases, application pre-screening, fraud screening, photo-capturing, data entry for first-time visa applicants and returning applicants, scanning of associated documents, printing approved visas, and assembling of visa packets. **40%**

Provide applicants, their families, and attorneys with information concerning requirements and procedures for applying for all types of visas processed by the section, including U/T/K non-immigrant visas. Assist applicants in obtaining and completing requisite application forms and documents; make recommendations to Consular Officers and the Supervisory IV Assistant concerning applicant readiness for visa interview. Advise applicant with respect to U.S. immigration admission procedures. **30%**

Process complex IV cases, make recommendations and alert Consular Officers of deficient items in the application. Respond to IV inquiries by telephone, e-mail, or letter, including drafting replies in English and Spanish, as needed. **20%**

Other duties as assigned by the Consul General, IV Unit Chief, or Supervisory IV Assistant to include public outreach, development of new procedures, and support of other units. **10%**

#### 15. Qualifications Required For Effective Performance

- a. Education  
**Completion of secondary schooling required**
- b. Prior Work Experience  
**A minimum of two years' experience in providing customer service in high stress positions, including but not limited to drafting and responding to inquiries, and assisting in the completion of forms and other official documents is required.**
- c. Post Entry Training  
**Post entry Consular training includes immigrant visa software applications training, and distant learning training through the Foreign Service Institute (FSI) including PC 102, Immigration Law and Visa Operations.**
- d. Language Proficiency: List both English and host country languages(s) proficiency requirements by level (II, III) and specialization (sp/read).  
**Required level IV English and level IV Spanish. .**
- e. Job Knowledge  
**Employee must have thorough knowledge of U.S. immigration laws and regulations, as well as knowledge of Guatemalan laws, practices, and customs, to include characteristic patterns of fraud and misrepresentation.**
- f. Skills and Abilities  
**Employee must be able to work accurately under pressure and meet deadlines. Must demonstrate well-developed team skills and contribute to a collegial work environment. Attention to detail is highly required for this position as a great deal of personal information is held in the section**

#### 16. Position element

- a. Supervision Received  
**Daily supervision provided by the Immigrant Visa Chief. General guidance provided by the Consul General or other Consular officers.**
- b. Supervision Exercised  
**None.**
- c. Available Guidelines  
**Foreign Affairs Manual (FAM), Consular Section Standard Operating Procedures (SOPs) and policies found on Department of State Intranet website.**
- d. Exercise of Judgment  
**Must exercise a high level of good judgment and common sense to promote positive relations with the public, members of Congress, and the Mission.**
- e. Authority to make Commitments  
**None.**
- f. Nature, Level, and Purpose of Contacts  
**Daily contact with applicants, their families, and attorneys.**
- g. Time expected to Reach Full Performance Level  
**Six months.**